

How to resolve Call Tracking issues?

What to do if calls are tracking from a personal SIM on Samsung devices?

Step 1: Check if the **official number** is in **SIM slot 1**.

Step 2: If not, insert the **official number** into **SIM slot 1**.

Step 3: Long press on the **Runo app icon**.

Step 4: Tap on **App Info** (or the “i” icon).

Step 5: Go to **Storage**.

Step 6: Tap on **Clear Data**.

Step 7: Open **Runo** and log in again.

Step 8: Allow all required **permissions** and make a test call.
